



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

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**INFORMATIONAL LETTER #2002-16**

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**DATE:** July 30, 2002

**TO:** ALL IDAHO RESIDENTIAL AND ASSISTED LIVING FACILITIES

**FROM:** DEBBY RANSOM, R.N., R.H.I.T., Chief  
Bureau of Facility Standards

**SUBJECT:** **INFORMAL DISPUTE RESOLUTION (IDR) PROCESS**

A review and update of the Informal Dispute Resolution (IDR) Procedures for Residential and Assisted Living Facilities has now been completed.

These updated procedures were developed by a workgroup consisting of representatives from both the Board and Care Council and the Residential Care Council for the Elderly with the residential care and assisted living industry, the Idaho Assisted Living Association, the Idaho Health Care Association, the Commission on Aging, and the Department of Health and Welfare. The review and update process took approximately a year.

Enclosed is your copy of the updated guidelines. This process will be used on a “test” basis for the next six months.

If you have any questions, please contact Virginia Loper, R.N., Supervisor of the Residential Community Care unit of the Bureau of Facility Standards, or me, at (208) 334-6626.

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DEBBY RANSOM, R.N., R.H.I.T., Chief  
Bureau of Facility Standards

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Enclosure  
cc: Idaho Assisted Living Association